

Disability Network Southwest Michigan

POSITION DESCRIPTION

Position Title

Travel Trainer/Transit Outreach Specialist (Kalamazoo County)

Reports to: Program Manager – Information & Referral/Core IL Services

Position General Summary

The Travel Trainer is responsible for teaching people how to travel safely and independently on the Metro Transit fixed route bus and Metro County Connect para-transit & demand/response system.

Essential Responsibilities and Duties/

- Design and conduct individualized, structured travel training sessions for customers that support them to successfully learn to ride the public transit system(s) in Kalamazoo County.
- Design small group travel training programs for community agency staff and the general public.
- Design and give presentations about riding public transit to groups as assigned.
- Conduct outreach activities to promote the use of Metro Transit/Metro County Connect services.
- Ability to understand and articulate the policies and procedures of the Metro Transit/Metro County Connect system to customers and the general public.
- Ability to understand and articulate the Metro Transit/Metro County Connect safety and accessibility features and how the ADA applies to public transit.
- Ability to communicate effectively with individuals with diverse backgrounds including individuals with significant disabilities
- Document customer training in both narrative reports and database systems.
- Document systemic barriers to customer service in the Transit system as well as ADA violations.
- Advocate for needs of riders as appropriate.
- Attend transit-related meetings in the community to represent the needs of riders and promote the Travel Training program.

Essential Functions/Qualifications

- Ability to work independently without immediate supervision or support.
- Ability to travel independently throughout the Metro Transit fixed route and demand/response transit system in all parts of Kalamazoo County.
- Must be able to stand, walk and ride the bus for long periods of time and distance, including travel in areas that are not accessible.
- Skilled at independent problem solving
- Highly organized with good time management skills
- Excellent listening skills; effective written and verbal communication.
- Enthusiasm for working outside in all weather conditions.
- Proficiency with Microsoft Office, a smart phone, and the internet.
- Commitment to the Independent Living Philosophy and the disability rights movement.
- Personal experience with disability highly desired.

This is a 30 hours per week position

Deadline to apply is July 17, 2016.

Please send a cover letter and resume to Lewis Whalen whalenl@dnswm.org.